



USAREC Family

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SERVING YOU--THE FAMILIES OF USAREC



Welcome to USAREC!

That phrase takes on many meanings depending on the welcome we personally received when

we arrived in USAREC. In units where a concerned effort was made to contact incoming personnel and their families, the message is quite positive. On the other hand, in units where our arrival seemed to be an interruption of the unit's schedule, the meaning takes on a less favorable tone.

With that said, please take a minute to reflect on how you were welcomed to USAREC. Was your arrival anticipated? Did your sponsor let you know that there was someone on the receiving end of your move who was prepared to help smooth out the bumps of your move? When someone in USAREC took the effort and made the time to sponsor you and your family into the command, you felt good and wanted to do the same great job for those who would arrive later.

Those same words, "Welcome to USAREC," may have taken on a sarcastic note if your arrival was a rough one. Sometimes moves are "challenging" no matter how hard you prepare for them. Now it's up to you. You've taken the actions necessary to settle your family into the new duty location and you're ready for a tour in USAREC. When the tasking comes to sponsor a new family into USAREC, will you look at the rough treatment you received and rise above it to do all you can to help welcome newcomers to your unit? I hope so.

To all the new soldiers and families who have joined the command I hope your tour of duty is a rewarding one. I encourage all to get involved with their family readiness groups and look into volunteer opportunities available across the command. The command just got better with your arrival. Welcome to USAREC!

By Martin Skulas, Chief, Soldier and Family Assistance



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Commander's View

MG Michael D. Rochelle

I truly look forward to preparing this column each issue. Because it is impossible for me to travel to all our recruiting stations to meet each and every one of you, this is the best way I can communicate my priorities with all of you, our USAREC families. Moreover, I feel it is essential for me to do that. I cannot stress enough what an integral part you play on our Army team.

Strong and independent Army families are the foundations of our success as soldiers and are essential to the success of the Recruiting Command. You help us remain grounded and maintain continuity on the home front. You allow us to selflessly serve, staying focused on the mission at hand. You – and USAREC families all across America and OCONUS – are the reason we tirelessly work to recruit Future Force Soldiers.

Because you – my extended recruiting family – are so important to our success, few things trouble me more deeply than reports of domestic violence and abuse within the command.

Sadly, incidents of domestic violence and abuse do occur in this command, and it is vital that we bring them to the forefront instead of discussing them in whispers or sweeping them aside. They are real, the victims are real, and the after effects affect us all.

Domestic violence incidents are akin to cracks in a foundation. Left unattended, such cracks continue to grow and splinter, deteriorating the underpinnings of a structure or an organization. Such cracks demand the attention of leaders at every level, as well as staff members devoted to USAREC family well-being. They also demand the well-reasoned attention of all USAREC families.

In many locations throughout USAREC, our network of Army recruiting families is very small, so we must care for one another. The first step is getting to know each other through your family readiness groups and unit training events. When families are actively engaged in organizational activities, the family care network functions much more effectively.

The theme for this year's Domestic Violence Prevention Month in October is "Strong Families and Relationships: Right Attitude, Right Action." What a fitting theme it is. Let us rededicate ourselves, to the well-being of USAREC families not just in the month of October, but throughout the year ahead. Strong Army families are indeed the key to a strong and mission effective U.S. Army Recruiting Command.

Your soldier and family assistance program manager stands ready to support you in any situation. He or she has the resources to get your family the help it needs. Please don't hesitate to call on them; they are there to support you. Additionally, confidential counseling and referral services are available free to recruiting Soldiers and families through EAP Consultants, Inc. Call your battalion soldier and family assistance program manager at 1-800-790-0963 for the Web site and/or tollfree number to access EAP services.

Chaplain's Notes



Chaplain (LTC) Lyndell E. Stike

Avoiding Fender Benders

My wife Jackie and I are living in Kentucky for the first time in our lives. After two years in Korea, it is good to be back in the USA. We missed our two daughters and their families. After 30 years of marriage, we have gone through many valleys and enjoyed many mountaintops. When our relationship is strained, it is usually because one of us hasn't listened to the other. Communication is always a challenge, especially in marriage.

A gentleman who now understands that challenge relayed the following:

"The battery in my beat-up VW Beetle died. In a hurry to get to work, I ran into the house to get my wife to help me start the car. I told her to get into our second car, a prehistoric, oversized gas-guzzler, and use it to push my car fast enough to start it. I pointed out that because the VW had an automatic transmission, it needed to be pushed at least 30 mph for it to start. She said fine, hopped into her car and drove off. I sat there fuming, wondering what she could be doing. A minute passed by when I suddenly saw her in the rear-view mirror, coming at me at about 40mph!! It was then I realized I should have been a bit clearer with my directions!"

At least she acted on what she thought she heard! Hearing the intended message is different than simply listening to what is said. And once we understand that message, we need to act on it. This is what scripture says, "be a doer of the word and not a hearer only." In marriage counseling, the speaker-listener technique uses the following rules. They can assist with better communication in most situations (even if you're not married):

Rules for the Speaker

- ♦ Speak for yourself, don't mind read.
- ♦ Keep statements brief. Don't go on and on.
- ♦ Stop to let the listener paraphrase. This is feedback in the listener's own words.

Rules for the Listener

- ♦ Paraphrase what you hear. Tell the speaker what you're hearing.
- ♦ Focus on the speaker's message. Don't rebut (that comes later when it's your turn to be the speaker).

Rules for Both Speaker and Listener

- ♦ Share the conversation. Don't hold a monologue when a dialogue will do.

By practicing these not-so-simple rules, we can avoid fenderbenders in our traffic with one another, even when we need a push! This is Chaplain Stike encouraging you to "soar with the eagles - the view is terrific".



We want to welcome Chaplain (LTC) Lyndell E. Stike to our list of USAREC Family News contributors. Chaplain Stike joined our team as USAREC Command Chaplain in July 2003. His many years as an Army Chaplain and 30 years of marriage to his wife, Jackie, have equipped him with a wealth of experience to share with the soldiers and families of USAREC. Welcome aboard Chaplain Stike!

Early Intervention Saves Families

By Jack Nix

One key to preventing domestic violence is early intervention by others. A major thrust of the USAREC Family Advocacy Program is prevention education, but briefings only point soldiers and family members in the right direction. Your involvement by offering assistance is the greatest asset in assisting families and preventing domestic violence.

The employee assistance program (through EAP Consultants) offers face-to-face counseling at no cost to USAREC soldiers and their family members. The service includes up to four sessions with a professional counselor in the local area. While the number of sessions is limited, the number of issues is unlimited -- i.e., one can attend four sessions for stress management, then four sessions for depression or other issues.

If more than four sessions are required to resolve an issue, the soldier or family member will be responsible for the cost of additional sessions. The counselors will try to identify the needs and recommended number of sessions during the first session.

Counseling sessions are private and confidential. EAP Consultants only reports the usage numbers to USAREC; the usage rate helps justify the cost of providing the service for soldiers and family members.

Early intervention by encouraging someone to take advantage of the counseling

service may resolve the issue in less than four sessions. Counseling and communication skills training can enhance relationships and prevent escalation of domestic violence. If assistance is not offered and accepted, the violence may result in serious injury or death.

Command support for soldiers and families is an essential element for success and making the recruiting mission. Leadership needs to ensure that all soldiers and family members know about the services that are available and provided for them. Supervisors may also contact EAP Consultants on behalf of their personnel to request counseling.

To stand aside and do nothing to assist makes you part of the problem. Help your fellow soldiers and family members. Maybe they will return the favor when you and your family need assistance.

Contact your Soldier and Family Assistance Program Manager for the phone number and Web site for EAP Consultants, as well as additional information.

October is Domestic Violence Prevention Month. Make the changes that strengthen families and relationships.

Prevention begins with you.



Strong families and relationships are built with
Right attitude, Right action.

One of
USAREC's
Best Kept
Secrets—
Until Now!


By Jack Nix





We receive calls daily at the USAREC Soldier & Family Assistance Branch that could easily be answered by visiting the "USAREC Soldier and Family Assistance" Web site. The Web site provides valuable information for soldiers, families, commanders, and support staff.


The Web site is updated regularly with information received from the Department of the Army Community and Family Support Center, TRICARE, and other agencies that serve soldiers and their families.


The Web site contains nine sub-web pages to direct users to their area of interest. The sub-web pages include:


 **Family News** -- a variety of general news and information for families; i.e., amusement park discounts, spouse AKO e-mail accounts, response to terrorism, etc.


 **Personal and Family Wellness** -- information about the employee assistance program, Exceptional Family Member Program, suicide prevention, and other wellness topics.


 **Financial Assistance** -- information about Thrift Savings Plan for military, travel claims, DFAS, etc.

 **Relocation Assistance** -- information about SITES (Standard Installation Topic Exchange Service) and assistance through EAP Consultants.

 **Army Family Team Building** -- download the USAREC AFTB Newsletter, training schedule, report forms, and other AFTB information.

 **Family Advocacy Program** -- information about the USAREC FAP, phone numbers and e-mail links to USAREC FAP staff, download the "Parenting Skills Guide for Healthy Families" and other information.

 **TRICARE** -- information about TRICARE services, dental services, points of contact, telephone numbers, email links, and medical information.

 **Volunteer Awards** -- description of awards, requirements for receiving awards, report form, and other information.

Visit the USAREC Soldier and Family Assistance at <http://www.usarec.army.mil/hq/hrd/SFA/index.htm> for additional information. It is a public Web site and can be accessed from any computer.

You can download a copy of the "USAREC Family News" before you receive it in "snail mail" each quarter.



Now More Than Ever

By Rose Marie Tinker

The Army Family Team Building (AFTB) Program was created as a result of lessons learned during Operations Desert Storm and Desert Shield. Its goal is to help family members by teaching practical life management skills. An increase in knowledge strengthens self-confidence and independence and gives families more control over stressful situations such as alerts, deployments, and world crisis situations (i.e., terrorist attacks). AFTB is needed now more than ever in light of Operation Iraqi Freedom.

AFTB master trainers and instructors have the tools to make an enormous difference in the lives of recruiters, their family members, Delayed Entry Program (DEP), their family members and significant others. People need to be prepared for Army life. Your USAREC AFTB instructors are available to teach the following AFTB modules. Each module will better prepare recruiters, DEP and family members for the future.

1.02 The Chain of Command and Chain of Concern -- Defines the military chain of command and explains the intent of the chain of concern in providing assistance to the families within a unit or organization.

2.03.4 Family Readiness Groups -- Covers how to establish, conduct, and maintain a family readiness group and discusses the group's relationship with the parent unit or organization.

3.05.2 Effective Public/Media Relations -- Explores successful techniques to use when faced with media or local agencies, particularly during deployments or tour of duty in a foreign country.

3.06.2 Understanding Political Issues and the Army -- Instruction intended to heighten awareness of the sensitivity of political issues and of the impact on the local community, as well as the military community.

Don't miss out on the chance to gain meaningful, life enhancing, free training. AFTB is a proven resource in the business of taking care of families.

For additional information on the AFTB program contact your Soldier and Family Assistance Program Manager or Rose.Tinker@usarec.army.mil

U.S. Army Recruiting Center One


A Change for the Better


By Jaclyn Riley

Fall is a season of change. The weather gets cooler, the kids go back to school and ordinary things like leaves transform before our very eyes. Wouldn't it be nice if we could view the changes in our personal



lives with the same wonder and anticipation that autumn brings?

Unfortunately, most people greet change with uneasy apprehension. This is a natural reaction,  according to Dr. Steve Frisch, because “humans are creatures of habit who feel safe and secure by the presence of consistency and predictability.” When something upsets that stability, we are often left feeling temporarily anxious, frustrated, inadequate, or even depressed. This may become a problem for military families in particular, where major changes like deployment and relocation are frequent occurrences.

Fortunately, there are ways to curb these unsettling reactions. By actively reframing our own perceptions, we can essentially *change* the way we react to change. In general, it helps to view change as a positive experience that will make you stronger and more independent. The University of Nebraska Cooperative Extension and Nebraska Health and Human Services System also offer the following guidelines for coping with change: 

1. Accept that even the most positive changes may involve giving something up. For instance, a new promotion also usually entails leaving behind some co-workers. Take the bad with the good as a natural part of life.
2. If you're unhappy, isolate the specific aspects of the situation that bother you. This will enable you to handle problems better,

making the overall change less overwhelming.

3. Know where you're going. Many uncomfortable changes are only temporary stepping-stones on the path to achieving a larger goal.
4. Find mentors. Discuss your own challenges with others who have triumphed in similar situations and listen to their advice.
5. Get support from family and friends. The Army also has a variety of organizations devoted to helping military families. Among them are the Army Community Service www.armycommunityservice.org/home.asp Army Family Liaison Office <http://www.aflo.org/home.asp> Army Morale, Welfare and Recreation at <http://www.armymwr.com> USAREC Human Resources Division <http://www.usarec.army.mil/hq/HRD/index.htm> and Office of the Chief of Chaplains www.chapnet.army.mil

In the military, changes are a part of life, just like spring, summer and fall. And like the passing of the seasons, you often won't have any control over them. However, with a little perspective and self-awareness, you can improve your attitude about change.



Child Safety Facts on the Go

Always check to be sure:

- **All children age 12 and under are properly restrained in the backseat.**
- **A child is not placed in a rear-facing child safety seat in the front seat where a dash-mounted passenger air bag is present.**
- **You've read the child safety seat use and installation instruction manual.**
- **You've read the section in your vehicle owner's manual on seatbelts and child safety seat installation.**

Are you using the proper child safety seat?

- **Infants from birth to age one who weigh at least 20 pounds should ride in the backseat in a rear-facing safety seat.**



- Harness straps should be at or below the infant's shoulders.

- Harness straps should fit snugly and lie in a relatively straight line.

- The harness chest clip should be placed at the infant's armpit level to keep the harness straps positioned properly on the child's shoulders.

- **Infants less than one year old who weigh 20 pounds**

or more should ride in a rear-facing convertible child safety seat rated for heavier infants (some convertible seats are rated up to 30 to 35 pounds when used rear-facing).

- **Children older than one year who weigh at least 20 pounds may ride on the backseat in a forward-facing child safety seat. Children should ride in a safety seat with a full harness until they weigh about 40 pounds.**

- Harness straps should be at or above the child's shoulders.
 - In most cases the harness straps should be threaded through the top slots.
 - The harness straps should fit snugly and lie in a relatively straight line.
 - The harness chest clip should be at the child's armpit level to help keep the harness straps positioned properly on the child's shoulders.

- **Children less than 4'9" tall who have outgrown child safety seats should be restrained properly in booster seats until they are at least eight years old.**



- When using belt-position booster seats, make sure the shoulder and lap belts go across the child. The shoulder belt should be snug against the child's chest resting across the collarbone.

The lap belt should lay low across the child's upper thigh area.

- Booster seats should be used as "interim" safety devices for children weighing over 40 pounds that have outgrown a forward-facing child safety seat.

- Booster seats should be used until children can sit with their backs against the vehicle's backseat back cushion, their knees bent over the seat cushion edge and their feet on the floor. This normally requires the child to be approximately 4'9" tall.

- State child safety seat laws may vary. Be sure you understand and follow your state's requirements.

*Reprinted from Countermeasure
 U.S. Army Safety Center*

Change to MMSO's Customer Service Telephone Coverage

Since February, 1998, the Military Medical Support Office (MMSO) has provided 24/7 customer service hours of operation. Since that time, increased interaction with customers and advances in Web access have made this level of telephone support unnecessary.

Effective July 27, 2003, the MMSO operating hours will change to Monday through Saturday from 6:00 a.m. until 10:30 p.m. and close on Sunday.

The MMSO Web site will continue to provide easy access to the use of forms and guidance around the clock. The MMSO officer of the day will also be available for emergency requirements toll free at 877-203-5643.

Wrap Your Newborn in DEERS



At birth, a newborn baby is often wrapped in a blanket for added

warmth and protection. The Department of Defense also offers newborns a blanket of protection. As a beneficiary of the Military Health System, enrolling your newborn son or daughter in the Defense Enrollment Eligibility Reporting System (DEERS), provides you with the comfort of knowing your baby is TRICARE eligible and will continue receiving the essential well baby and pediatric health care he or she needs.

To establish TRICARE eligibility in DEERS, parents or legal guardians are required to submit a certificate of live birth from a hospital or TRICARE approved birthing center and a copy of a verified and approved DD Form 1172 "Application for Uniformed Services Identification and Privilege Card" signed by the sponsor.

For additional information on enrolling your newborn baby in DEERS, sponsors may contact or visit their unit personnel office, their nearest identification card issuing facility <http://www.dmdc.osd.mil/rsl/>, or contact the Defense Manpower Data Center Support Office Telephone Center at 800-538-9552.

Additional information on DEERS eligibility is available on the TRICARE Web site at <http://www.tricare.osd.mil/deers/default.cfm>